

DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New OTR ☐ Sole Source ☐ Bid Waiver ☐ Emergency Previous Contract/Project No. Contract EC07-14
☐ Re-Bid ☐ Other **Legacy Contract** LIVING WAGE APPLIES: NO

Requisition No./Project No.: RQET1600014 TERM OF CONTRACT Five (5) Years WITH N/A OTR

Requisition /Project Title: Intrado Upgrade, Maintenance, Support, and Professional Services

Description: The purpose of this Legacy contract is to procure an upgrade of the Intrado 911 System and provide maintenance, support and professional services for the Miami Dade Information Technology Department (ITD).

Issuing Department: ITD

Contact Person: Sherry Y. Crockett

Phone: 305-375-4693

Estimate Cost: \$2,269,624.58

Funding Source: 911 Funding

ANALYSIS

Commodity Codes: <u>205-54</u>				
Contract/Project History of previous purchases three (3) years Check here <input type="checkbox"/> If this is a new contract/purchase with no previous history.				
	<u>EXISTING</u>	<u>2ND YEAR</u>	<u>3RD YEAR</u>	
Contractor(s):	<u>Intrado System Corp</u>	<u>N/A</u>	<u>N/A</u>	
Small Business Enterprise:				
Contract Value:				
Comments: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>				
Continued on another page (s): <input type="checkbox"/> YES <input type="checkbox"/> NO				
<u>RECOMMENDATIONS</u>				
	<u>Set-aside</u>	<u>Sub-contractor goal</u>	<u>Bid preference</u>	<u>Selection factor</u>
<u>SBE</u>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
Basis of recommendation: <div style="border: 1px solid black; height: 30px; width: 100%;"></div>				
Signed: <u>Sherry Y. Crockett, CPPB</u>		Date sent to SBD: <u>January 27, 2016</u>		
		Date returned to DPM: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>		

Revised April 2005



INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES

Justification/Input Document for Non-Competitive Acquisition

It is the policy of Miami-Dade County to consistently purchase goods and services using full and open competition. The citizens of Miami-Dade County are best served when we make sound business decisions based on competitive bids or proposals. Early acquisition planning that includes consultation with Internal Service Department's procurement staff can help avoid delays and facilitates effective market research. However, there may be instances when other than full and open competition may be justified. When a user department(s) determines that other than full and open competition is necessary or in the best interest of the County, appropriate justification for that course of action must be submitted to ISD for approval and execution in order to waive the competitive bid/proposal process.

Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process:

Department:	ITD		
Contact Person:	Manny Fernandez	Phone Number:	305-596-8103
Requisition No.:	RQET1600014	Estimated Value:	1,420,000.00
Proposed Vendor:	Intrado		
Previous Contract Number:	EC07-14	Previous Contract Value:	\$215,000.00

Purpose of the Purchase

Please describe your minimum requirements and the benefits of making the acquisition.

MDC ITD submits this request on behalf of MDPD to request ratification of spending authority of up to \$1,420,000 million dollars to procure Intrado NG911 hardware, software, maintenance, and professional services to deliver a turnkey NG911 system upgrade. MDC will leverage production software and hardware estimated value no less than \$1.3 million dollars to deploy the NG911 solution. This request for allocation is to be spent using MDPD 911 funds. The project plan is to implement the upgrade to a test environment system in March 2016. ITD would conduct testing of the new system with Intrado and ATT through May 2016. System cut over would be scheduled for June 2016 if testing passes MDPD and ITD production design criteria.

The objective of this proposal is to fully develop the below listed components of the E911 infrastructure within the new MDPD E911 Regional Public Safety Answering Point (PSAP). Preliminary space planning, network system design and engineering and internal system integration development work has already begun, funded by general fund revenue. The following items are listed in project sequential order. Although there will be developmental overlaps within the project at certain times, the below listing is in a logical and systematic project developmental cycle.

Below is a breakdown of Intrado NG911 upgrade onetime cost under (H-GAC) Contract EC07-14 :

- 1) Intrado NG911 base system upgrade \$873,074.58
- 2) Intrado Text 911 Texting solution \$75,550
- 3) Intrado NG911 System Reporting solution \$50,000

Total One Time Capital Investment=\$998,624.00

- 4) Intrado Yearly System Maintenance and Software support \$214,200.00
- 5) Contingency allocation for any additional equipment or services that may be need (services not covered by warranty): \$200,000

Best Interest of the County / Uniqueness of Product

Please provide a detailed description as to why a waiver of formal bidding is in the County's best interest (e.g., product standardization, compatibility, proprietary access or distributorship, how vendor is uniquely qualified to provide the needed product or service, etc.). Please note that a lack of advance planning is not an acceptable justification for a non-competitive acquisition.

The Intrado solution has been in place as an integral part of the County's Emergency 911 system since 2011. Considerable investment in funds, (upwards of \$3 million), resources and time has been made in the Intrado solution. Therefore, it is in the best interest of the county to leverage and upgrade the existing Intrado platform..

Market Research

Please describe your market research and the results thereof. This should include a description of other, similar sources or products available in the market if any and why they are not acceptable.

MDPD and ITD conducted market research with regard to NexGen 911 systems. System Information and pricing was attained on the three industry leading NexGen 911 switching solutions; Intrado, Cassidian (AirBus), and TCS/ mircoData. ITD worked with AT&T to ensure that the three Original Equipment Manufacturer (OEM) solutions will interface with the AT&T 911 carrier ESINET. The information attained from all three OEM solutions provided insight as to the following: system operational support requirements, technical limitations, technical enhancements, software requirements, hardware requirements, and customer training. On the basis of the information gathered, ITD and MDPD were able to determine that it would be cost effective to leverage and upgrade the existing Intrado platform.



**INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES**

Proposed Actions

Please describe the actions the department will take to overcome the present barriers to competition prior to any future acquisitions of this product or service.

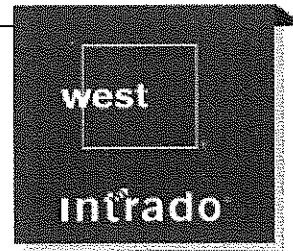
N/A

A handwritten signature in black ink, consisting of a large, stylized 'S' or 'Z' shape with a loop at the top and a crossbar.

Department Director's Approval

1/20/2016

Date Approved



Intrado VIPER System

for

Miami Dade, Florida

Miami Dade Viper Upgrade - SOW

Summary - Base System

Item	Cost
Lightspeed Building	\$ 504,227.08
PD	\$ 368,847.49
Shipping	\$ 1,800.00
Total	\$ 874,874.58

Configuration Parameters

VIPER

Total Number of E9-1-1 Trunks	52
Total Number of Administrative PRI	8
Automatic Call Distribution	Included
Power Monitor/Power Ops Display	1 instance Power Ops Included
Desktop Power Monitor Display	Not Included
Large Wall-Mounted Display	Customer-provided

Answering Positions

Number of Power 911 Intelligent Workstations	63, Customer Supplied
Number of Monitors per Position	2, Customer Provided
SONIC	63, Customer Provided

Power 911 Intelligent Workstation Features

Integrated Telephone & Radio Recorder	Not Included
Data Transfer to Remote FAX Machines or via E-Mail (XDC)	Not Included
UPS on Workstation PCs (30 minutes)	Not Included
Tape Backup System	Not Included

MAP Solution

Number of MapFlex positions	63
-----------------------------	----

Sentry Monitoring System

Sentry Monitoring System	Included
Number of Positions to be monitored	63

Model #	Description	Qty	List	Unit Cost	Total
^{1,2} VIPER Node 1 - Room 1					
	T1s				
912871/BB	Mediant 1000 prebuilt Building Block	2			
912870/1T1	Mediant 1000 Digital Voice Module Single Sp	4			
912870/LIC	GW - Access License for Admin (per Chassis)	2			
	VIPER				
912802/1	VIPER Primary Application Server	1			
912803/1	VIPER Primary VoIP Soft Switch	1			
912822/1	VIPER Secondary Backroom Server	1			
912823/1	VIPER Secondary VoIP Soft Switch	1			
	Voice Recorder				
P10008	License to Connect Non-Intrado Recording D	2			
				Subtotal \$	40,446.20
^{1,2} Common Servers					
	Power 911 Database Server 1				
912811	Application Server Access License	1			
C10014	CABLE, PATCH CORD, RJ45, CAT5E, SNAGLES	1			
221P000058-401	BOM - Serial RS232 plug in for Server	1			
914146	Remotely Anywhere Server Edition	1			
220P000320-401	Software BOM - IWS Utilities Version 2.2	1			
221P000037-401	Software BOM - Windows Security 2008 V2.1	1			
914957	RocketPort (Quad Port)	1			
	Power 911 Database Server 2				
912811	Application Server Access License	1			
C10014	CABLE, PATCH CORD, RJ45, CAT5E, SNAGLES	1			
221P000058-401	BOM - Serial RS232 plug in for Server	1			
914146	Remotely Anywhere Server Edition	1			
220P000320-401	Software BOM - IWS Utilities Version 2.2	1			
221P000037-401	Software BOM - Windows Security 2008 V2.1	1			
914957	RocketPort (Quad Port)	1			
	MapFlex Main and Backup Server				
C10014	CABLE, PATCH CORD, RJ45, CAT5E, SNAGLES	2			
221P000058-401	BOM - Serial RS232 plug in for Server	2			
914146	Remotely Anywhere Server Edition	2			
220P000320-401	Software BOM - IWS Utilities Version 2.2	2			
221P000037-401	Software BOM - Windows Security 2008 V2.1	2			
MF-SRV/C	MapFlex Server License Conversion	1			
E10140	MS Windows SRVR Std SP1 2008 R2 64Bit En	-1			
GIS-VAL	Standard GIS Data Validation	1			
	Common Hardware				
P10094	Symantec backup software	1			

Model #	Description	Qty	List	Unit Cost	Total
Sentry					
915100/CD	Sentry Media Set	1			
915101	Sentry Server Console Kit	1			
C10014	CABLE, PATCH CORD, RJ45, CAT5E, SNAGLES:	1			
221P000058-401	BOM - Serial RS232 plug in for Server	1			
914146	Remotely Anywhere Server Edition	1			
220P000320-401	Software BOM - IWS Utilities Version 2.2	1			
221P000037-401	Software BOM - Windows Security 2008 V2.1	1			
914957	RocketPort (Quad Port)	1			
E10153	ELM Class 1 System License (Server Agent)	6			
E10154	ELM Class 2 System License (W/S and IP Age)	12			
				Subtotal \$	25,064.20
1.2 VIPER Node 1 - Room 2					
T1s					
912871/BB	Mediant 1000 prebuilt Building Block	2			
912870/1T1	Mediant 1000 Digital Voice Module Single Sp	4			
912870/LIC	GW - Access License for Admin (per Chassis)	2			
				Subtotal \$	25,732.50

Model #	Description	Qty	List	Unit Cost	Total
1.2 Operators Floor					
VIPER					
912890/BB	Media Kit Prebuilt Product Bundle	1			
912811/U	Application Server Access License	62			
912812/U	PBX Access License - Per Workstation	62			
912850	VIPER Integrated ACD - Per Position	62			
912846	IP Phone - SNOM 760	62			
912812	PBX Access License - Per IP Phone	59			
Power 911					
913100/U	Power 911 Client Access License Upgrade	62			
913202/U	Power 911 Server Access License Upgrade	62			
ePrinter					
917310/U	ePrinter Software Upgrade	1			
MapFlex					
MF-DMS/C	MapFlex Client License Conversion	62			
Power OPS Software License					
P10035	Power OPS Media and Documentation	1			
E10642	Power OPS Software License	1			
Dispatchers					
912846	IP Phone - SNOM 760	25			
912812	PBX Access License - Per IP Phone	25			
Sentry Licenses Position/IP Phone					
E10154	ELM Class 2 System License (W/S and IP Age)	152			
New Position					
912811	Application Server Access License	1			
912812	PBX Access License - Per Workstation	1			
912850	VIPER Integrated ACD - Per Position	1			
912846	IP Phone - SNOM 760	1			
912812	PBX Access License - Per IP Phone	1			
913100	Power 911 Client Access License	1			
913202	Power 911 Server Access License	1			
MF-DMS	MapFlex Client License	1			
				Subtotal \$	253,795.05

Model #	Description	Qty	List	Unit Cost	Total
^{1,2} On Site Spares					
912871/CHA	Mediant 1000 Chassis With AC Power- W/O	1			
912870/AC	Mediant 1000 Spare AC Power Supply Modu	1			
912870/1T1	Mediant 1000 Spare Part Digital Voice Modu	1			
912802/1	VIPER Primary Application Server	1			
912803/1	VIPER Primary VoIP Soft Switch	1			
913850/S	VIPER Enabling Kit - SONIC	1			
				Subtotal \$	12,837.50
⁴ Project Survey					
950100	Project Survey	1			
960575	Project Survey - Living Expense Per Day	3			
960580	Project Survey - Travel Fee	1			
				Subtotal \$	3,350.00
Staging					
MF-SRV-INS	MapFlex Server Staging	1			
950853	Back Room Equipment Staging – Per Cabinet	2			
				Subtotal \$	6,200.00
Installation					
950104	Professional Services - Client Install	1			
950104	Professional Services - Price Per Day	40			
960575	Installation - Living Expense Per Day	48			
960580	Installation - Travel Fee	4			
				Subtotal \$	76,100.00

Model #	Description	Qty	List	Unit Cost	Total
Training					
P10087	CCS Administrator Training	3			
960801	MapFlex Training	3			
960801	Power 911 Administrator Training	1			
960801	Power 911 Refresher Training	3			
960575	Living Expense Per Day	14			
960580	Travel Fee	2			
				Subtotal \$	20,300.00
Cutover Assistance					
950104	Professional Services - Price Per Day	2			
960575	Installation - Living Expense Per Day	4			
960580	Installation - Travel Fee	1			
				Subtotal \$	5,050.00
Project Management					
950510	Project Management	1			
				Subtotal \$	35,351.63
				Total	\$ 504,227.08

Model #	Description	Qty	List	Unit Cost	Total
---------	-------------	-----	------	-----------	-------

Maintenance Services

⁵ Software Protection and Remote Technical Support - 1 Year

950999/PRO1	Software Protection and Remote Technical Support (Year 1)	63	Non-Disc.	\$ 600.00	\$ 37,800.00
-------------	---	----	-----------	-----------	--------------

⁵ Software Protection and Remote Technical Support - 5 Years

950999/PRO1	Software Protection and Remote Technical Support (5 Years)	315	Non-Disc.	\$ 600.00	\$ 189,000.00
-------------	--	-----	-----------	-----------	---------------

⁶ Software Subscription Service - 1 Year

950999/SUB1	Software Subscription Service (Year 1)	63	Non-Disc.	\$ 1,500.00	\$ 94,500.00
-------------	--	----	-----------	-------------	--------------

⁶ Software Subscription Service - 5 Years

950999/SUB1	Software Subscription Service (5 Years)	315	Non-Disc.	\$ 1,500.00	\$ 472,500.00
-------------	---	-----	-----------	-------------	---------------

⁷ On Site Maintenance - 1 Year, 2 Dedicated Techs

950999/ONS1-1	On-Site Maintenance (Year 1), dedicated tec	2	Non-Disc.	\$ 135,000.00	\$ 270,000.00
---------------	---	---	-----------	---------------	---------------

⁷ On Site Maintenance - 5 Years, 2 Dedicated Techs

950999/ONS1-1	On-Site Maintenance (5 Years), dedicated te	10	Non-Disc.	\$ 135,000.00	\$ 1,350,000.00
---------------	---	----	-----------	---------------	-----------------

Power Ops Maintenance - 1 Year

E10643	On-Site Maintenance (Year 1)	1	Non-Disc.	\$ -	\$ -
--------	------------------------------	---	-----------	------	------

Power Ops Maintenance - 5 Years

E10648	On-Site Maintenance (5 Years)	5	Non-Disc.	\$ -	\$ -
--------	-------------------------------	---	-----------	------	------

Model #	Description	Qty	List	Unit Cost	Total
MapFlex Maintenance - 1 Year					
MF-SRV-SUP	MapFlex Server Support and Maintenance	1	Non-Disc.	\$ 2,569.00	\$ 2,569.00
MapFlex Maintenance - 5 Year					
MF-SRV-SUP	MapFlex Server Support and Maintenance	4	Non-Disc.	\$ 2,569.00	\$ 10,276.00

Configuration Parameters

VIPER

Total Number of E9-1-1 Trunks	53
Total Number of Administrative PRI	8
Automatic Call Distribution	Included
Power Monitor/Power Ops Display	2 Included
Desktop Power Monitor Display	Not Included
Large Wall-Mounted Display	Customer-provided

Answering Positions

Number of Power 911 Intelligent Workstations	40 Existing, 1 New - Customer Provided
Number of Monitors per Position	2, Customer Provided
SONIC	41, Customer Provided

Power 911 Intelligent Workstation Features

Integrated Telephone & Radio Recorder	Not Included
Data Transfer to Remote FAX Machines or via E-Mail (XDC)	Not Included
UPS on Workstation PCs (30 minutes)	Not Included
Tape Backup System	Not Applicable

MAP Solution

Number of MapFlex positions	41
-----------------------------	----

Sentry Monitoring System

Sentry Monitoring System	Included
Number of Positions to be monitored	41

Model #	Description	Qty	List	Unit Cost	Total
^{1,2} VIPER Node 2 - Room 1					
T1s					
912871/BB	Mediant 1000 prebuilt Building Block	2			
912870/1T1	Mediant 1000 Digital Voice Module Single Span	4			
912870/LIC	GW - Access License for Admin (per Chassis)	2			
VIPER					
912802/1	VIPER Primary Application Server	1			
912803/1	VIPER Primary VoIP Soft Switch	1			
912822/1	VIPER Secondary Backroom Server	1			
912823/1	VIPER Secondary VoIP Soft Switch	1			
Voice Recorder					
P10008	License to Connect Non-Intrado Recording Device	2			
Subtotal					\$ 40,446.20
^{1,2} Common Servers					
Power 911 Database Server					
912811	Application Server Access License	1			
C10014	CABLE, PATCH CORD, RJ45, CAT5E, SNAGLESS, PURP	1			
221P000058-40	BOM - Serial RS232 plug in for Server	1			
914146	Remotely Anywhere Server Edition	1			
220P000320-40	Software BOM - IWS Utilities Version 2.2	1			
221P000037-40	Software BOM - Windows Security 2008 V2.2	1			
914957	RocketPort (Quad Port)	1			
Power 911 Database Server					
912811	Application Server Access License	1			
C10014	CABLE, PATCH CORD, RJ45, CAT5E, SNAGLESS, PURP	1			
221P000058-40	BOM - Serial RS232 plug in for Server	1			
914146	Remotely Anywhere Server Edition	1			
220P000320-40	Software BOM - IWS Utilities Version 2.2	1			
221P000037-40	Software BOM - Windows Security 2008 V2.2	1			
914957	RocketPort (Quad Port)	1			
Common Hardware					
P10094	Symantec backup software	1			
MapFlex Main and Backup Server					
C10014	CABLE, PATCH CORD, RJ45, CAT5E, SNAGLESS, PURP	2			
221P000058-40	BOM - Serial RS232 plug in for Server	2			
914146	Remotely Anywhere Server Edition	2			
220P000320-40	Software BOM - IWS Utilities Version 2.2	2			
221P000037-40	Software BOM - Windows Security 2008 V2.2	2			
MF-SRV/C	MapFlex Server License Conversion	1			
E10140	MS Windows SRVR Std SP1 2008 R2 64Bit English, 1l	-1			
GIS-VAL	Standard GIS Data Validation	1			

Model #	Description	Qty	List	Unit Cost	Total
Sentry					
915100/CD	Sentry Media Set	1			
915101	Sentry Server Console Kit	1			
C10014	CABLE, PATCH CORD, RJ45, CAT5E, SNAGLESS, PURP	1			
221P000058-40	BOM - Serial RS232 plug in for Server	1			
914146	Remotely Anywhere Server Edition	1			
220P000320-40	Software BOM - IWS Utilities Version 2.2	1			
221P000037-40	Software BOM - Windows Security 2008 V2.2	1			
914957	RocketPort (Quad Port)	1			
E10153	ELM Class 1 System License (Server Agent)	5			
E10154	ELM Class 2 System License (W/S and IP Agent)	12			
914957	RocketPort (Quad Port)	1			
Subtotal					\$ 24,739.20
^{1,2} VIPER Node 2 - Room 2					
T1s					
912871/BB	Mediant 1000 prebuilt Building Block	2			
912870/1T1	Mediant 1000 Digital Voice Module Single Span	4			
912870/LIC	GW - Access License for Admin (per Chassis)	2			
Subtotal					\$ 25,732.50
^{1,2} Operators Floor - 5680					
VIPER					
912890/BB	Media Kit Prebuilt Product Bundle	1			
912811/U	Application Server Access License	20			
912812/U	PBX Access License - Per Workstation	20			
912850	VIPER Integrated ACD - Per Position	20			
912846	IP Phone - SNOM 760	20			
912812	PBX Access License - Per IP Phone	20			
Power OPS Software License					
P10035	Power OPS Media and Documentation	1			
E10642	Power OPS Software License	1			
Dipatchers					
912846	IP Phone - SNOM 760	13			
912812	PBX Access License - Per IP Phone	13			
Power 911					
913100/U	Power 911 Client Access License Upgrade	20			
913202/U	Power 911 Server Access License Upgrade	20			
ePrinter					
917310/U	ePrinter Software Upgrade	1			
MapFlex					
MF-DMS/C	MapFlex Client License Conversion	20			
Sentry Position/IP Phone Licenses					
E10154	ELM Class 2 System License (W/S and IP Agent)	55			

Model #	Description	Qty	List	Unit Cost	Total
				Subtotal \$	87,284.55

Model #	Description	Qty	List	Unit Cost	Total
^{1,2} Operators Floor - Annex					
VIPER					
912890/BB	Media Kit Prebuilt Product Bundle	1			
912811/U	Application Server Access License	20			
912812/U	PBX Access License - Per Workstation	20			
912850	VIPER Integrated ACD - Per Position	20			
912846	IP Phone - SNOM 760	20			
912812	PBX Access License - Per IP Phone	20			
Power OPS Software License					
P10035	Power OPS Media and Documentation	1			
E10642	Power OPS Software License	1			
Dipatchers					
912846	IP Phone - SNOM 760	12			
912812	PBX Access License - Per IP Phone	12			
Power 911					
913100/U	Power 911 Client Access License Upgrade	20			
913202/U	Power 911 Server Access License Upgrade	20			
Sentry Position/IP Phone Licenses					
E10154	ELM Class 2 System License (W/S and IP Agent)	53			
Subtotal					\$ 85,888.20
^{1,2} New Position					
912811	Application Server Access License	1			
912812	PBX Access License - Per Workstation	1			
912850	VIPER Integrated ACD - Per Position	1			
912846	IP Phone - SNOM 760	1			
912812	PBX Access License - Per IP Phone	1			
913100	Power 911 Client Access License	1			
913202	Power 911 Server Access License	1			
E10154	ELM Class 2 System License (W/S and IP Agent)	1			
MF-DMS	MapFlex Client License	1			
Subtotal					\$ 14,518.95

Model #	Description	Qty	List	Unit Cost	Total
⁴ Project Survey					
950100	Project Survey	1			
960575	Project Survey - Living Expense Per Day	1			
				Subtotal \$	1,700.00
Staging					
MF-SRV-INS	MapFlex Server Staging	1			
950853	Back Room Equipment Staging – Per Cabinet(VIPER	2			
				Subtotal \$	6,200.00
Installation					
950104	Professional Services - Price Per Day	32			
960575	Installation - Living Expense Per Day	38			
960580	Installation - Travel Fee	3			
				Subtotal \$	59,350.00
Project Management					
950510	Project Management	1			
				Subtotal \$	22,987.89
				Total	\$ 368,847.49

Model #	Description	Qty	List	Unit Cost	Total
---------	-------------	-----	------	-----------	-------

Maintenance Services

⁵ Software Protection and Remote Technical Support - 1 Year

950999/PRO1	Software Protection and Remote Technical Support (Year 1)	41	Non-Disc.	\$ 600.00	\$ 24,600.00
-------------	---	----	-----------	-----------	--------------

⁵ Software Protection and Remote Technical Support - 5 Years

950999/PRO1	Software Protection and Remote Technical Support (5 Years)	205	Non-Disc.	\$ 600.00	\$ 123,000.00
-------------	--	-----	-----------	-----------	---------------

⁶ Software Subscription Service - 1 Year

950999/SUB1	Software Subscription Service (Year 1)	41	Non-Disc.	\$ 1,500.00	\$ 61,500.00
-------------	--	----	-----------	-------------	--------------

⁶ Software Subscription Service - 5 Years

950999/SUB1	Software Subscription Service (5 Years)	205	Non-Disc.	\$ 1,500.00	\$ 307,500.00
-------------	---	-----	-----------	-------------	---------------

Power Ops Maintenance - 1 Year

E10643	On-Site Maintenance (Year 1)	1	Non-Disc.	\$ -	\$ -
--------	------------------------------	---	-----------	------	------

Power Ops Maintenance - 5 Years

E10648	On-Site Maintenance (5 Years)	5	Non-Disc.	\$ -	\$ -
--------	-------------------------------	---	-----------	------	------

MapFlex Maintenance - 1 Year

MF-SRV-SUP	MapFlex Server Support and Maintenance	1	Non-Disc.	\$ 2,569.00	\$ 2,569.00
------------	--	---	-----------	-------------	-------------

MapFlex Maintenance - 5 Year

MF-SRV-SUP	MapFlex Server Support and Maintenance	4	Non-Disc.	\$ 2,569.00	\$ 10,276.00
------------	--	---	-----------	-------------	--------------

Notes

- 1 All network connectivity between the two PSAP's (dedicated WAN), including all associated hardware, will be the responsibility of the end user.

This pricing assumes that a valid Software Subscription agreement is in place; otherwise all upgrade software needs to be charged.

**Customer is providing all SONICs (previously ordered), workstations, and monitors.
Customer will sign disclaimer for workstations.**

Customer to provide all VIPER LAN Switches, Power 911 DB Server, Power MIS DB Server, MapFlex Main and Backup Server, and Sentry Server as per the technical specifications provided by Intrado.

Notes

Power 911, Power MIS, MapFlex Main and Backup and Sentry servers should meet the following specifications:

SERVER, RACKMOUNT, 1U, HP DL320e Gen8 V2, HP, 2LFF, E3-1220v3, 8GB, 2 x 500GB. All servers must be equipped with Windows Server 2008.

MapFlex Main and Backup Server Specifications:

Minimum Recommended Server Requirements:

- Required Chassis: HP DL320e
- Memory: 16GB
- Disk Space: 500GB – 1TB
- Windows Server 2008 R2 SP1
- ArcGIS for Server Enterprise Standard 10.2.2

Sentry Server - Type A: 914962

- 1 x HP DL320e Gen8 V2 NHP 2-LFF CTO Server [#1]
- 1 x HP DL320e Gen8 v2 NHP 2LFF CTO Svr
- 1 x HP DL320e Gen8 v2 E3-1220v3 FIO Kit
- 2 x HP 4GB 2Rx8 PC3L-12800E-11 Kit
- 1 x HP 500GB 6G SATA 7.2k 3.5in NHP MDL HDD
- 1 x HP 9.5mm SATA DVD RW Jb Kit
- 1 x HP 1.83m 10A C13-UL US Pwr Cord
- 1 x HP 1U SFF Ball Bearing Rail Kit

Power 911 DB Server - Type B: 914963

- 1 x HP DL320e Gen8 V2 Hot Plug 2LFF CTO Server [#1]
- 1 x HP DL320e Gen8 v2 Hot Plug 2LFF CTO Svr
- 1 x HP DL320e Gen8 v2 E3-1220v3 FIO Kit
- 2 x HP 4GB 2Rx8 PC3L-12800E-11 Kit
- 2 x HP 500GB 6G SATA 7.2k 3.5in SC MDL HDD

Notes

Bandwidth requirements will be determined following determination of the specific functionality required.

Lightspeed Building: New Viper configured with 52 CAMA, 8 Admin PRI, and 63 Positions. Site includes ACD and Power Ops (1 instance), Power 911, and MapFlex.

Miami Dade PD: New Viper configured with 53 CAMA, 8 Admin PRI, and 41 positions. Site includes ACD and Power Ops (2 instances), Power 911, and MapFlex.

Customer is to provide a workstations and install the large screen display on which Power Ops is to be broadcasted.

Customer to provide the following peripheral equipment, if required:

Additional Backroom Equipment Required:

- * Two (2) Modems to ALI Database
- * One (1) ACDR printer (serial printers ie. Microline 320).
- * One (1) Network Laser Printer.
- * Amphenol cables and punch blocks.
- * One (1) Dial-Up Line for Remote Monitoring and Maintenance must be provisioned.

Additional Power IWS Equipment Required:

Each Power IWS computer requires sufficient CAT5 Network Cabling (2 per position), not normally supplied by Intrado, to reach the Network switches (the switches are installed in the VIPER cabinet).

The Standard Operating Procedure and Premise Information Modules require customer-input of data.

Notes

- 2 WAN connectivity is not included and must be provided by the Customer.

Routers are not included. Assumes redundant connection to a 10MB Metro-E.

WAN Requirements:

- Layer 3 routing must be provided between all locations
- Certified CAT5e/CAT6 between all network switches
- Guaranteed Bandwidth for all Intrado applications (bandwidth to be advised)
- Low Latency (< 40ms)
- Low Jitter (< 5ms)
- Support for DHCP Relay/Forwarding (per RFC 1542) from remote sites to their associated hosts
- Support for QoS (Quality of Service)
- Security against intrusion and virus attack
- Reliable links (fault tolerant) – no single point of failure may cause L3+ disruption for more than four (4) seconds
- DNS Caching and forwarding from remotes to their associated hosts
- Multicasting between remote sites and their associated hosts
- Cisco routers using IOS that conform to Cisco's operating specifications
- A Cisco privileged user/password combination of Intrado's choice accessible via telnet.

A Dial-Up Line for Remote Monitoring and Maintenance must be provisioned.

Each of the proposed VIPER backrooms are equipped with a pair of high performance LAN switches to support backroom functions. These switches will then be connected to a customer provided LAN infrastructure offering sufficient ports for all positions. The customer is also assumed to provide all LAN cabling to be used for all system components.

The customer will also provide a suitable VPN connection to the systems in order to support remote access operations.

Notes

- 3 MapFlex is a viewing software. Customers must supply and maintain GIS data unless Intrado has been contracted to fulfill this role.

The Intrado GIS Data Validation service examines the quality of end user supplied GIS data for use by MapFlex 9-1-1. Any potential problems identified during the GIS data validation process are reported to customer, including problem descriptions and recommended corrective action..

The GIS data is then configured to work with MapFlex. Part of the preparations includes sample testing to ensure that the desired operational results can be achieved.

The GIS Validation service produces a report which characterizes issues as recommended to be fixed or required to be fixed before time of deployment. Errors in the GIS data that are required to be fixed will severely impact the ability for MapFlex to map incoming 9-1-1 calls. Intrado will not be liable for loss of functionality in MapFlex associated with inadequate or incomplete end user supplied GIS data.

Corrections to the GIS data are not performed as part of this service, nor can the positional accuracy of the data be validated. If the customer would like Intrado to complete the corrections to the GIS data, a price quote can be provided upon request.

-
- 4 The Project Survey is intended to identify any additional miscellaneous equipment or services required to ensure smooth installation and operation of the quoted system. Additional costs may be incurred upon completion of the Project Survey.
-

5 **Software Protection and Remote Technical Support**

Software Protection and Remote Technical Support is a coverage requirement with the purchase and ownership of Intrado CPE system equipment. The coverage requirement is effective after the expiration of the system warranty, but a purchase order for the service, for at least for a one year duration, is required at the time of any new system purchase.

Software Protection and Remote Technical Support **cannot be deleted** from quotes or system orders.

Once a Software Protection and Remote Technical Support service contract is established for the site during system initial purchase, all items subsequently added to the site will not require an additional contract, but the acquisition of additional positions will increase the price of the services.

A). For sites with one year coverage contracts, the increased price will be reflected in the quote at the next contract renewal point.

B). For sites with multi-year agreements, the customer will be required to retract the remaining years of the original purchase order and issue a new purchase order for the remaining period covering the original system and new positions.

Notes

If a contract for Software Protection and Remote Technical Support expires without renewal, causing a lapse in coverage, the customer's access to the Support Center will be discontinued and a notification of services termination will be issued. Reinstatement of the lapsed coverage will require the following from the customer:

- A).** Payment in full for the lapsed period at the prevailing per-seat rate
- B).** Purchase of a new maintenance agreement (one-year or five-year)
- C).** System Recertification fees in the form of a Class A inspection at \$1,500.00 per day plus related travel and expense charges.

Software Protection

This offering provides for the availability of software product updates. Installation and training (if needed) are not included. Intrado will publish periodic software release bulletins to customers which announce important product updates for Intrado Software. Customers may then request the new update from Intrado, based on applicability of the release to Customer's System. Customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

Remote Technical Support:

Support is provided by associates who specialize in the diagnosis and resolution of system performance issues. Remote Technical Support is available 24/7 through both a toll free hotline and a secure customer Internet portal. All service inquiries are tracked by a state-of-the-art CRM trouble ticket system that can be queried by customers through the online portal to obtain the most up-to-date status on their issues.

6 Software Subscription Service

The Software Subscription Service provides the customer with access to software upgrades including new features. This offering only provides for the availability of the software. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included.

Intrado will provide periodic software release bulletins to customers which announce and explain new feature releases for Intrado Software. Customers may then request the new release or version from Intrado, based on applicability of the release to Customer's System.

Notes

7 On-Site Support Services

On-site Support Services are primarily designed to assist with issues that require System expertise in troubleshooting and restoration at the customer's location.

On-site Support Services include travel costs and time and labor related to the service incident. Also included in the service are quarterly on-site preventative and routine maintenance reviews (four per year) of the customer's Intrado System. These maintenance visits can include the installation of routine updates to software. Training, configuration changes, reprogramming and System upgrade labor are not included in this offering, but are available for purchase.

On-Site Support Services options include the designation of a technician dedicated specifically to the customer's deployment(s), or alternately a non-dedicated resource available for use with other customers. Intrado may engage third-party vendors to provide the On-Site Support Services.

Two dedicated onsite technicians are included.

Fees for On-Site Support Services will be invoiced when such services commence following acceptance at the initial site.

- 8 All optional modules in this quote have been priced under the assumption that they will be purchased and installed concurrently with the base system. If these modules are to be installed at a later date, additional travel & living expenses will apply. No maintenance fees have been included for these items. Once the configuration has been finalized, Intrado will amend the pricing for equipment and services as necessary.
-

- 9 Sentry fees do not include Intrado monitoring of the site's performance via the Sentry system. The Sentry Monitoring System has been configured to monitor all Power IWS positions, the VIPER servers, the network switches, routers, and the Power 911, Power MIS & Object servers. Monitoring of other optional components is not included in this proposal. Any monitoring of additional equipment will be at added expense to the customer.

Lightspeed

IP Licenses: 4 VIPER Servers, 4 LAN switches, 63 IWS positions, 1 Power Ops workstation, 2 routers, 2 All modems

Server Licenses: 2 Power 911 server, 2 MapFlex, 1 Sentry Server

PD

IP Licenses: 4 VIPER Servers, 4 LAN switches, 41 IWS positions, 2 Power Ops workstation, 2 routers, 2 All modems

Server Licenses: 2 Power 911 server, 2 MapFlex, 1 Sentry Server

Notes

Intrado designs, develops, installs and maintains products known for their reliability within the public safety sector. The level of reliability is a result of careful engineering combined with the integration of quality components from industry-recognized vendors. The final solution's reliability and performance depends highly on the integration and system test procedures implemented by our engineering staff. While Intrado markets and sells its products as turnkey solutions, it also wishes to respond favorably to certain customers who desire to replace one or more components of the Intrado solution with one or more components of their choice, remove a device altogether, or interconnect the private network to other networks.

Customer is hereby informed that solution component failures, lack of performance or any other deviation from a published specification will not be considered as a product or solution failure if Intrado determines that such failure(s) have been caused in whole or in part by systems or products not provided by Intrado, or by interconnected networks.

In addition, all help desk, technician and engineering service costs associated with the diagnostics of the failure condition related to the customer deviation will be invoiced to the customer at published rates. Problems associated with the removal of a non-Intrado supplied component will also be treated in the same manner as above.

Date:

Site Name and address:

Customer Name:

Deviation from IWS Standard:

Intrado Representative Signature/Date:

Notes

Terms

SUBMIT P.O. ordermanagement@intrado.com

PRICING All prices are in U.S. Funds.
Taxes, if applicable, are extra.
Shipping charges are extra unless specified on the proposal

SHIPPING FCA (Montreal), INCOTERMS 2010

PAYMENT 50% upon receipt of PO / 50% upon
final acceptance

DELIVERY TBD.

VALIDITY Quote is valid for 120 days; however, certain parts (indicated in this Quote as part numbers with the following identifier : QXXXXX, constitute unique third party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancelable, non-refundable, and non-exchangeable at any time.